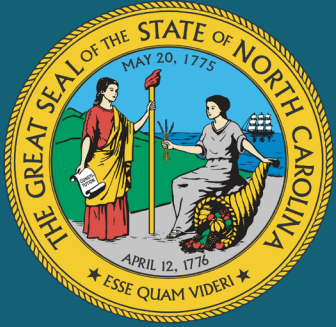




NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Inclusion Works Community Advisory Committee Meeting

We'll get started in a few minutes.
Please mute your microphone

October 21, 2025

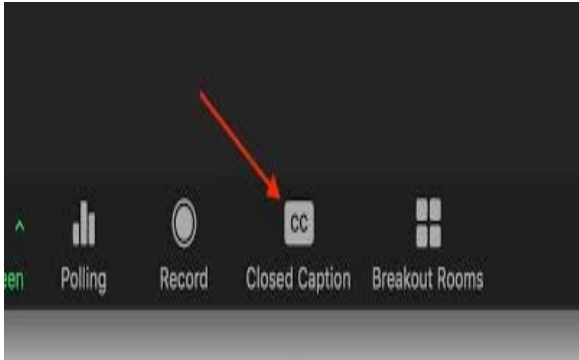


Housekeeping

- Reminders about the webinar technology:
 - Please make sure you are using a computer or smart phone connected to the internet, and the audio function is on, and the volume is turned up.
 - Please make sure your microphone is muted for the duration of the call unless you are speaking or asking questions.
 - Questions can be submitted any time during the presentation using the “Q&A” box located on your control panel, and we will answer as many questions as time allows after the presentation.



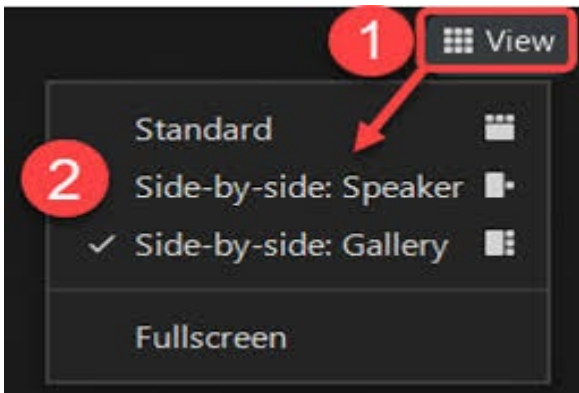
Housekeeping



- American Sign Language (ASL) Interpreters and Closed-Captioning
 - ASL Interpreters and Closed-Captioning options will be available for today's event.
 - For closed-captioning options select the "Closed Caption" feature located on your control panel.

Intérpretes en lengua de signos americana (ASL) y subtítulos:

Habrán intérpretes de ASL y opciones de subtítulos disponibles para el evento de hoy. Para opciones de subtítulos, seleccione la función "Subtítulos" ubicada en su panel de control.



- Adjusting Video Layout and Screen View
 - Select the "View" feature located in the top-right hand corner of your screen.

Agenda

- **Welcome**
- **Advisory Committee Details**
- **Inclusion Works Strategic Plan**
- **Employment Assessments and CIE Liaisons**
- **Provider Innovation Grants**
- **Provider Training Available**
- **Inclusion Works Data Summary**
- **Inclusion Works Training Opportunities and Resources**
- **Q & A**



Welcome

Introductions



Claire Colligan, MS, LCMHC, LCAS, CCS
I/DD Employment Lead, I/DD, TBI, & Olmstead
DMH/DD/SUS



Donna Rice
Outreach Program Manager
Division of Employment and Independence for People
with Disabilities (EIPD)



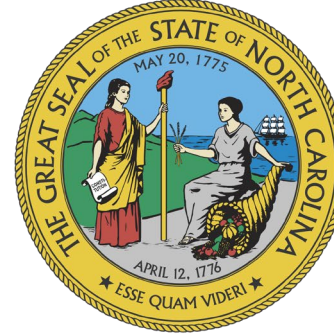
Katherine Titus, MSW
Senior Technical Assistance and Training Manager
WISE



Maya Glass, MPH
Data Quality Specialist
DMH/DD/SUS



Brianne Tomaszewski, Ph.D., MPH
Assistant Professor, Department of Psychiatry
UNC TEACCH Autism Program
University of North Carolina at Chapel Hill



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



wise



Work Together NC

Possibility to Opportunity

Community Meeting Details

Purpose Statement:

To provide a forum for individuals with lived experience, family members, providers, and advocates to share their thoughts, perspectives, and opinions about the Inclusion Works Program. NCDHHS will share key updates about Inclusion Works and gather feedback on the implementation of program activities.

Community Advisory Meeting Schedule

3rd Tuesday every 3 months (quarterly) at 11:00am

For future meetings, we are considering hosting meeting after typical “work” hours

The Community Meeting has been UPDATED! Future meetings will allow opportunity to update and track progress on the Inclusion Works Strategic Plan goals and objectives.

2026 Meetings:

January 20, 2026
April 21, 2026
July 15, 2026
October 20, 2026

Reminders:

- RSVP to Calendar Invitations
- Come prepared with questions and ideas about the Inclusion Works program
- Reach out to Claire.Colligan@dhhs.nc.gov if you know other individuals who would like to participate in Advisory Committee

If there is a specific topic you would like NCDHHS to cover during the Advisory Committee, please reach out to Claire Colligan (Claire.Colligan@dhhs.nc.gov) and we will add it to the agenda for our next meeting.

National Disability Employment Awareness Month



Inclusion Works was proud to be acknowledged by Governor Josh Stein on Friday October 10th at the NDEAM Celebration!

Inclusion Works thanks Abound Health and Brandon Shannon for their October 15th presentation on Entrepreneurship and Empower to Work - the Recording is available on the webpage!



Check out the Inclusion Works webpage
You will find amazing videos of personal stories,
recordings of recent lunch and learns, and
Community Updates



Inclusion Works Strategic Plan



Strategic Plan for CIE

The Inclusion Works Strategic Plan for Competitive Integrated Employment was published in August 2025

- **How Did the Plan Begin?**
 - A comprehensive Landscape Assessment with Gap Analysis was completed by Work Together NC
- **Who Developed the Plan?**
 - The Inclusion Works Advisory Committee
 - People with lived experience
 - Advocates
 - Service providers
 - Community members
 - Employers
 - Policy Experts
 - Employment Experts
 - Subject Matter Experts
 - Input from other successful states
 - Medicaid and Tailored Plans
 - Family and caregivers



NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES



Inclusion Works Strategic Plan
Competitive Integrated Employment in NC
2025-2030

Five Core Inclusion Works Goals

The Inclusion Works Strategic Plan is organized by outlining the **Goals, Objectives, and Strategies** that DHHS will employ to increase Competitive Integrated Employment for people with I/DD.



**Informed
Choice**



**Quality I/DD
Services**



**Community
Outreach**



**Workforce
Development**



**Employer
Connection**

Strategic Plan – Goal One- Provide People with I/DD the opportunity to pursue competitive integrated employment if that is their choice

Objective 1: An Informed Choice Process will be followed to empower people with I/DD to make decisions based on a complete understanding of employment options.

- ❖ **Strategy 1.1:** Develop a process for individuals to make an Informed Choice about their employment options. This process will be person-centered with a focus on engaging the individual in an approach that matches their learning style to lead to a complete understanding of employment options and accommodations they need. This must occur at a pace that matches the individual's learning style. People trusted by the individual should be part of this person-centered approach along with service providers and case management team members. This process will be person-centered with a focus on engaging the individual in an approach that matches their style of learning and the accommodations they need to lead to a complete understanding of employment options
- ❖ **Strategy 1.2:** Work with identified individuals to complete Employment Assessments and co-create Career Development Plans when consent is provided to do so.
- ❖ **Strategy 1.3:** For individuals interested in competitive integrated employment, offer additional skills assessments and observation opportunities. Through this process, individuals can explore different job opportunities to inform and reach their desired employment outcomes.
- ❖ **Strategy 1.4:** Periodically revisit individuals and conduct re-assessments as needed to confirm informed choice regarding employment.

Making an Informed Choice

Informed Choice is an ongoing process of choosing from options based on accurate information, knowledge, and experiences

Informed Choice is **NOT:**

Do you want to work?

☐ **Yes**

☐ **No**



Individuals with disabilities have the right to make choices over where they work and how they spend their days:

- Whether they want to work in CIE
- What type of job they want
- How often do they want to work
- How to spend their time outside of work

Employment Assessments, Career Development Plans and Referrals



ASSESSMENT

Work Together NC

- **Developed Standardized Employment Assessment** which is being used across the state
- **Comes to each provider site**
- **Conducts Evidence Based Assessment** to ensure Informed Choice
- **Ensures smooth transfer to the CIE Liaisons**

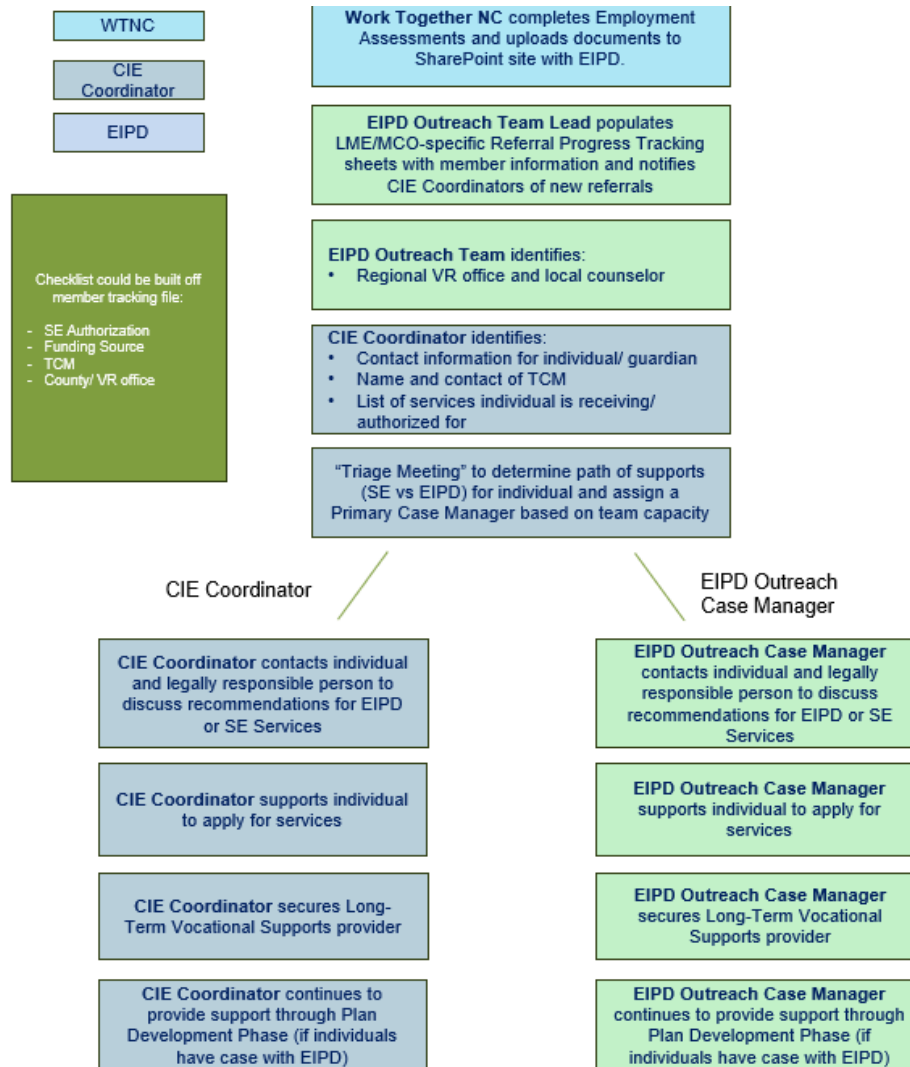
CIE Liaisons

EIPD Care Managers and Tailored Plans' CIE Coordinators form ONE TEAM to inform and support individuals who wish to move from non-CIE to CIE.



Employment Assessment – CIE Liaisons

Process for Receiving CIE Liaison Referrals



Click to add footnote, reference or source

What is the purpose of the CIE Liaisons?



This team was formed specifically to meet to meet the needs of workers with I/DD in NC who work in non-CIE settings

Workers with I/DD often require additional information and support to assist them in accessing VR services to achieve competitive integrated employment, if desired.

CIE Liaisons form a uniquely collaborative team which includes the Tailored Plans and EIPD

CIE Liaison Team Success



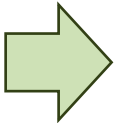
The CIE Liaison Team Goal is to inform/support the client and appropriate guardian/family/supports to facilitate participate in the EIPD VR Program & all needed resources to support the goal to achieve CIE

➤ ***Team Goals & Responsibilities***

- Be present to form connections with individuals who might currently be working in non-CIE jobs
- Work closely with WTNC to assist non-CIE workers and conduct direct outreach in the disability community
- As directed, contact others with I/DD who may be contemplating or seeking non-CIE to inform them of supports available for CIE
- Work closely with individuals with a disability and guardians/family/supports to help them with smooth transition to VR services and needed resources and supports
- Work with VR staff, WTNC, DMH/DD/SUS, Medicaid, Tailored Plans, and others to achieve these goals

Check out website for additional FAQ's

Visit the [Inclusion Works Website](#)



Directions:

- 1) Open the camera app on your phone to scan the QR code
- 2) Hold down the screen over the QR code you would like to access
- 3) Get transferred to web landing

Frequently Asked Questions

Employment Assessment Process

What is an Employment Assessment?



What is a Career Development Plan?



Why do individuals need to take an Employment Assessment?



Are they mandatory to take?



How long will an Employment Assessment take?



Where will Employment Assessments take place? Can they be virtual?



What is Competitive Integrated Employment (CIE)?



If you have additional questions, feel free to reach out to us via email!

- Claire.Colligan@dhhs.nc.gov
- worktogethernc@med.unc.edu

Provider Innovation



Provider Innovation Program



Inclusion Works is partnering with Wise to develop the **Provider Innovation Program**.

Wise is leading a **Provider Innovation Program** to assist Provider agencies to enact Business Practice Transformation.



Providers now participating are receiving:

- Organizational Assessment
- Strategic Action Plan
- Personalized Training Content
- Ongoing Technical Assistance
- Financial incentives



Selected Providers are receiving **financial incentive** for participating

Payments are milestone-based for completing steps in the Program

There will be another opportunity In 2026 for more providers to apply



Provider Innovation Program

Four Provider Agencies selected for Provider Innovation Program

- 1 Vocational Opportunities of Cherokee Inc.
- 2 Alleghany County Group Homes Inc.
- 3 OE Enterprises Inc.
- 4 Neuse Enterprises Inc.



Provider Innovation Program Milestones

- Identify Lead
- Complete Working Agreement
- Hold Initial Kickoff Meeting

- Complete Organizational Self-Assessment

- Develop Action Plan
- Training and TA Plan

- Begin CIE Data Tracking
- Begin participating in Wise offerings
- Submit Interim Report

- Complete Action Plan
- Actively Participate in Offerings
- Final Report including job goals



Wise Online Academy 100 SERIES



The Wise Online Academy (WOA) 100 Series is an online training series based on customized employment core competencies.

Whether you are a new or seasoned employment professional, this course will give you the knowledge, tools and resources to deliver quality, customized services and move people forward in their job pursuits.

What to Expect:

- **Immediate Application:** Practical strategies you can apply with job seekers right away.
- **Accessible & Flexible:** Fully on-demand to fit your schedule.
- **Stay Current:** Refresh your skills with current best practices.
- **Boost Professional Competence:** Strengthen your effectiveness in delivering competitive, integrated employment services.



The training series consists of self-paced online training content.

- Completion of the 4-part course results in an ACRE Certificate of completion with a Customized Employment Emphasis.

REGISTER

"As a new person in customized employment, with a depth of knowledge and experience in this field, this training gave me the confidence and tools to do and understand my job."

If you have questions, please reach out to: wiseonlineacademy@gowise.org

- **WISE Online Academy (WOA) 100 Course**
 - Course is now virtual and self-paced!



What to Expect:

- Dynamic instructors with direct customized employment experience
- Engaging sessions that empower you with tools to implement in your work TODAY
- Built-in networking and mentorship opportunities

Fall Series: Happening Now

Completion of the 4-part course results in an ACRE Certificate of completion with a Customized Employment Emphasis.

Cost is free for North Carolina Providers



Take a Moment for Data!

Supported Employment Claims

Strategic Plan Goal 2 Quality I/DD Services

Objective 1: Increase participation in
Supported Employment (SE)
Services



Strategy 1.1: Increase participation in
Medicaid-funded SE Services

Strategy 1.2: Increase participation in
State-funded SE services

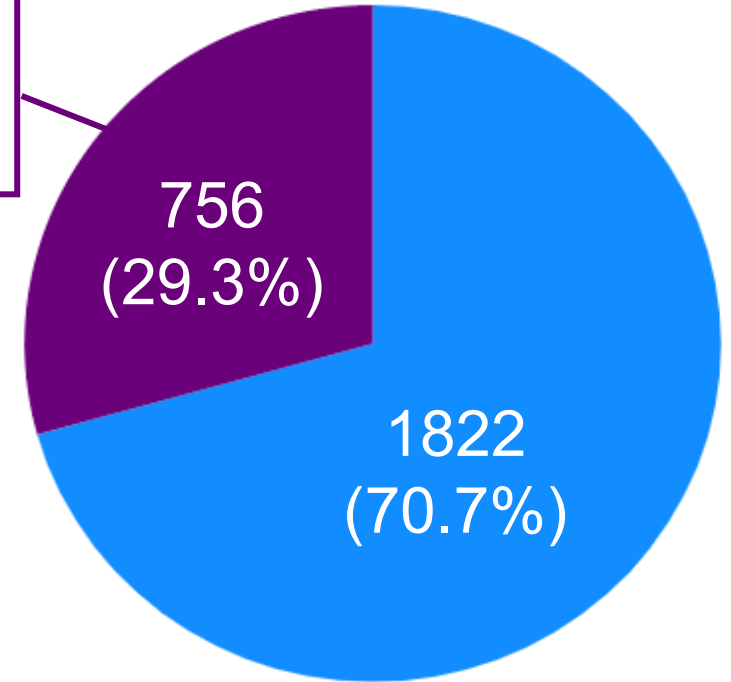
Strategy 1.3: Support individuals in
CIE to maintain and advance their
career with LTVS



Metric: Number of people receiving
LTVS while in CIE

2578 Total Claims from August 2025 Report

Includes 43 people
who transitioned from
Initial SE to LTVS



● Initial SE ● Long-Term Vocational Services (LTVS)

New Data Summary Webpage for Inclusion Works

We are excited to share some key metrics and data visualizations for Inclusion Works on the new **Inclusion Works Data Summary webpage**. The data shows enrollment counts for employment services for individuals with I/DD and trends over time.

This data is used to understand the current employment landscape across North Carolina and support individuals to achieve CIE. This webpage will be updated periodically with the latest data.

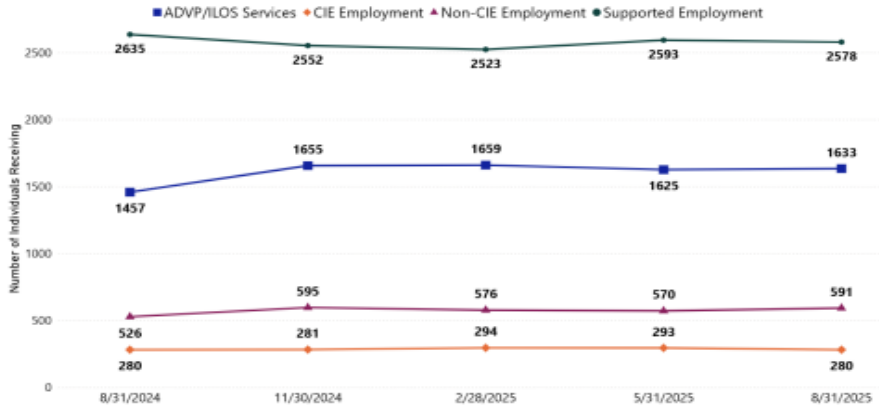
This information is also available in an Infographic PDF: **Inclusion Works Data Summary Infographic**



Inclusion Works Data Summary

Inclusion Works offers services and supports to help individuals with intellectual or developmental disabilities (I/DD) find and maintain integrated jobs in the community (CIE). Below are some key data metrics we are tracking to monitor progress in NC:

Employment Trends Over Time



Competitive Integrated Employment (CIE)

Working in the community alongside other colleagues without disabilities, earning at least minimum wage, and receiving the same benefits and opportunities as other employees doing the same job.

Adult Developmental Vocational Programs (ADVP):

Provide organized developmental activities for individuals with intellectual/developmental disabilities to prepare the individual to live and work as independently as possible.

Supported Employment (SE)

Helps individuals achieve and maintain CIE by offering job placement, intensive training, and ongoing support in their jobs once they are stable in their jobs.

● Initial SE ● Long-Term Vocational Services

1822 756

The 2578 SE individuals include 1822 people finding, achieving, and getting settled in their jobs, and 756 people in Long-Term Vocational Supports to stay successful and grow in their work.

Employment Assessments are ongoing for individuals in non-CIE jobs, with 74 assessments completed to provide an Informed Choice regarding employment and 78% of people choosing CIE so far.

Informed Choice ● No ● Unsure ● Yes

7 5 62 74

Pre-Employment Transition Services (Pre-ETS)

Pre-Employment Transition Services (Pre-ETS) help in-school youth develop work readiness skills, explore career pathways, and prepare for their future.

In the last 12 months, there were 2,665 new Pre-ETS participants.

Vocational Rehabilitation (VR) Services

The Division of Employment & Independence for People with Disabilities (EIPD) provides vocational rehabilitation (VR) services to help individuals overcome disability-related barriers and achieve goals for CIE and more.

In the last 12 months, there were 1,880 new VR cases.

2025-2026 Inclusion Works TRAINING OPPORTUNITIES



**Supporting a Vision
for Employment**



Wise Online Academy 100 SERIES



The Wise Online Academy (WOA) 100 Series is an online training series based on customized employment core competencies.

Stay involved with updates from Inclusion Works!

Register for our bi-monthly
[Lunch and Learns](#)



Visit the [Inclusion Works Website](#)



Join our [mailing list](#) and
receive community updates



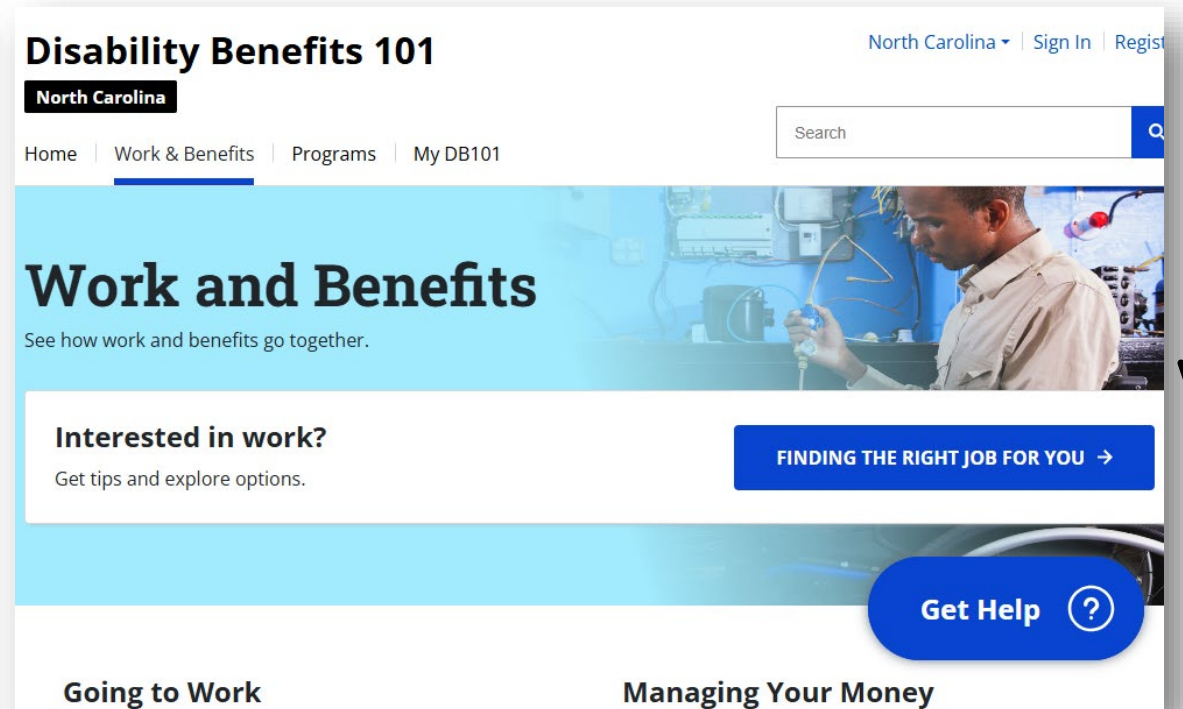
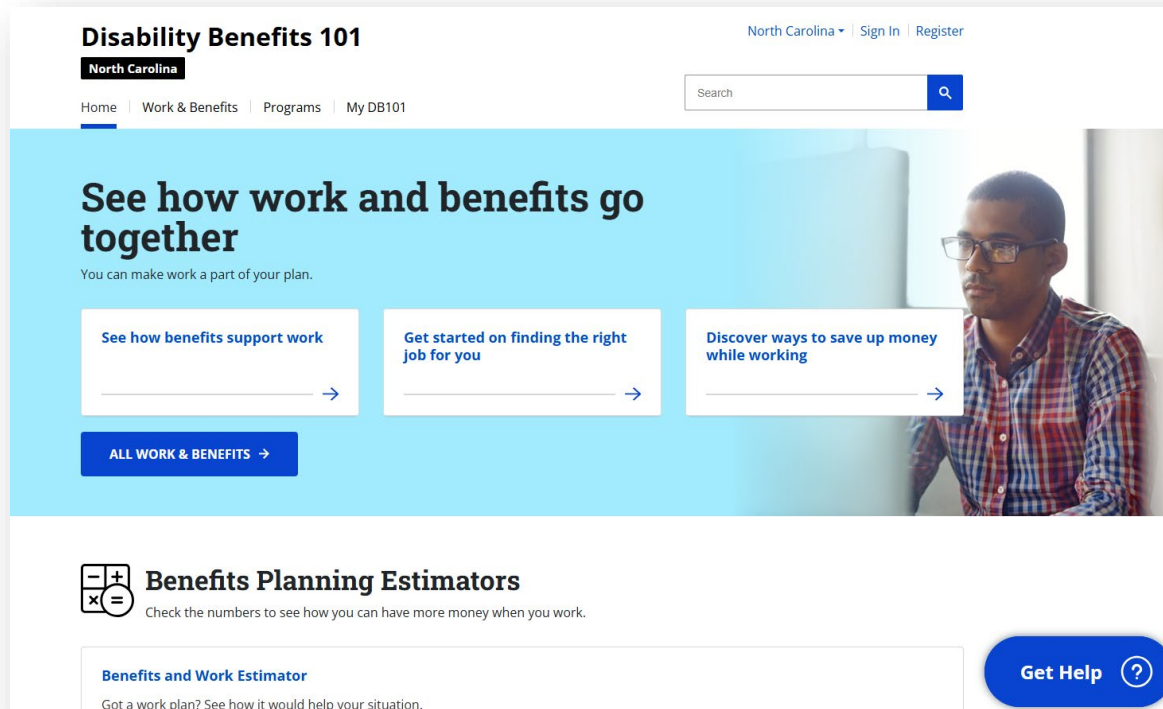
Visit the [Work Together NC Website](#)



Disability Benefits 101

Disability Benefits 101 (DB 101) is an online directory that helps individuals with disabilities understand how work, benefits, and health coverage interact based on their specific state.

- It provides information in plain language with simple tools to help dispel myths and reduce confusion around public benefits, earned income, health insurance, and more



New Bilingual tools about 1915(i) Services

DHHS has launched the updated webpage, with tools in English and Spanish, to help inform communities about 1915(i) home and community-based services, including what services are offered, who is eligible and how to access these services:

An additional updated 1915(i) website, which provides important information about 1915(i) in plain language, is also available at:

Download the toolkit



Medicaid.nc.gov/1915i



NC Medicaid 1915(i) Services

**Get support
at home or in
your community**



NC Medicaid 1915(i) services are for people with mental health conditions, substance use disorders, intellectual or developmental disabilities or traumatic brain injuries.

1915(i) services include:

-  **Help with daily activities**, like bathing or eating
-  **Job coaching** to find a job that is right for you
-  **Breaks** for you and your caregivers
-  **Help with costs** for moving to your own home
-  **Support for building skills**, like self-help and problem solving skills

Ask your NC Medicaid health plan about "1915(i) services."

Call the number listed on your health plan ID card.

Or call the NC Medicaid Ombudsman at 1-877-201-3750.



Learn more at medicaid.nc.gov/1915i

NC Department of Health and Human Services • NCDHHS
is an equal opportunity employer and provider • 4/2025



Más información en medicaid.nc.gov/1915i-es.

El Departamento de Salud y Servicios Humanos de Carolina del Norte (NCDHHS) es un proveedor y empleador que ofrece igualdad de oportunidades • 4/2025



Q & A